

## Vendor Questions Set 1

1. *General.* Please provide data for the number of opened cases by month and by case type for each of the 17 counties for the last SFY or 12-month period.

Response: Please see Vendor Questions Set 3, Exhibit I.

2. *5.2.1 (16), Scope of Services., page 17.* Please provide information on the MDHS WorkSite database. Is this the Autonomy iManage product? Does it have routing capabilities for scanned documents. Does it support pdf, tif, WORD, and other forms of uploading and routing? Please provide specifications for the software and hardware required to support WorkSite.

Response: 1) No it is not an Autonomy iManage product.

2) Yes, it has routing capabilities for scanned documents if the proper device is used as an MFD device connected to MDHS's network.

3) Yes it supports pdf, tif, and WORD but it does not support other forms of uploading.

4) There is no software requirement except for a pdf reader. Hardware requirements include Internet Explorer 8.0 and up and the current version of Java.

3. *5.2.1 (22), Scope of Services, financial account management, page 18.* Please explain the circumstances under which case financial audits are required and provide the number of audits performed by local staff for the 17 counties within the last SFY or 12-month period if this information is available.

Response: Case financial management is completed on a case by case basis. Currently, case reviews are completed by the child support supervisor in each county. MDHS Child Support QC staff also conducts a separate case review by random selection. The self-assessment and data reliability audit is completed once a year.

4. *5.3.1.2, Contractor Responsibilities., page 18.* Please provide the number, position title, and location of MDHS child support staff in each of the 17 counties.

Response: The pilot program will displace approximately fifty (50) full-time employees. MDHS is unable to further answer this question at this time due to the necessary notifications and rights afforded to employees under the State Personnel Board rules and regulations.

5. *5.3.1.2, Contractor Responsibilities., page 18.* Could MDHS please provide examples of position descriptions and salary ranges for child support positions within local operations?

Response: All position descriptions and salary ranges for Attorney Senior, Attorney Staff, DHS Child Support Enforcement Officer, DHS Supervisor III, Clerk, Typist Senior, Clerk Senior, Clerk Typist, and Secretary Administrative can be obtained at

<http://agency.governmentjobs.com/mississippi/default.cfm?action=agencyspecs>.

6. 5.3.1.11, *Contractor Responsibilities*, page 20. Please provide details on the current and anticipated fees relating to the MEC system. What courts are currently using MEC, and what is the amount of the fees have been assessed by these courts related to child support cases for the last 12 months? What are the case load numbers for the counties associated with these courts?

Response: No counties in this pilot program currently utilize MEC. Information can be obtained about the MEC process at <http://courts.ms.gov/mec/mec.html>.

7. 5.3.1.17, *Contractor Responsibilities*, page 20. Could MDHS provide guidance on the level of staff/resources desired for this contract given that most other states issuing similar RFPs provide staffing standards? Considering that Mississippi expends comparatively less on its program and operates with higher caseloads than most states, is it MDHS' intent that contractors generally constrain their bids to existing resource levels, or bid to the staffing required to meet the performance standards?

Response: Please see amended RFP #CSES2015, 5.4.23 and Table 1, Vendors should bid to the staffing required to meet Vendor proposed performance standards.

8. 5.4.23, *Contractor Performance Standards*, page 35. Given the inevitable challenges of transition, including a likely pre-privatization fall-off in performance, would MDHS consider suspending the performance standards for the first contract year and instituting them only at the start of the second year? Would MDHS consider revising downward the current support and arrearages performance standards given that only six states reached the 70 percent level for current support and only two states reached 70 percent for arrears in 2013?

Response: 1) Please see amended RFP #CSES2015, 5.4.24.

2) Please see response to number 7) above.

9. 5.4.23.7, *Contractor Performance Standards*, page 36. What month does the data represent in Table 1?

Response: Table 1 represents the month of August 2014.

10. 5.4.24.1.3, page 37. Is there a misprint in the equation at the end of this section? Should it actually be two equations, such as:  $\$50,000 \times 10\% = \$5,000$ ;  $\$5,000 \times 40\% = \$2,000$ ?

Response: Yes, Please see amended RFP #CSES2015, 5.4.23.7.

11. 5.7.3, page 49. If MDHS orders a resource reduction, what will be the effect on performance standards and penalties?

Response: MDHS will not arbitrarily order a resource reduction, but only when there has been a material change in workload.

12. 5.8.20, page 55. The second sentence of this section requires a contractor to provide detailed information on its operating budget for the contract. Would MDHS consider deleting this requirement since this information is generally considered to be highly proprietary?

Response: No, MDHS will not delete this requirement.

13. *General.* Is the vendor responsible for the cost of filing fees? Is so, please provide the total annual costs for the last three years for the 17 counties. If the vendor is responsible, does the vendor assume the full burden of filing fees, or just the State share pursuant to federal financial participation?

Response: No, the Vendor will not be responsible for the cost of filing fees.